Project Control Document:

Deliverable Development, Production and Review Procedures

SAWS C-IV Consortium

Version: Project Management PCD Update 2

Date: May 7, 2001

Summary of Revisions

This page reflects the modifications made since the last Project Control Document Update was delivered.

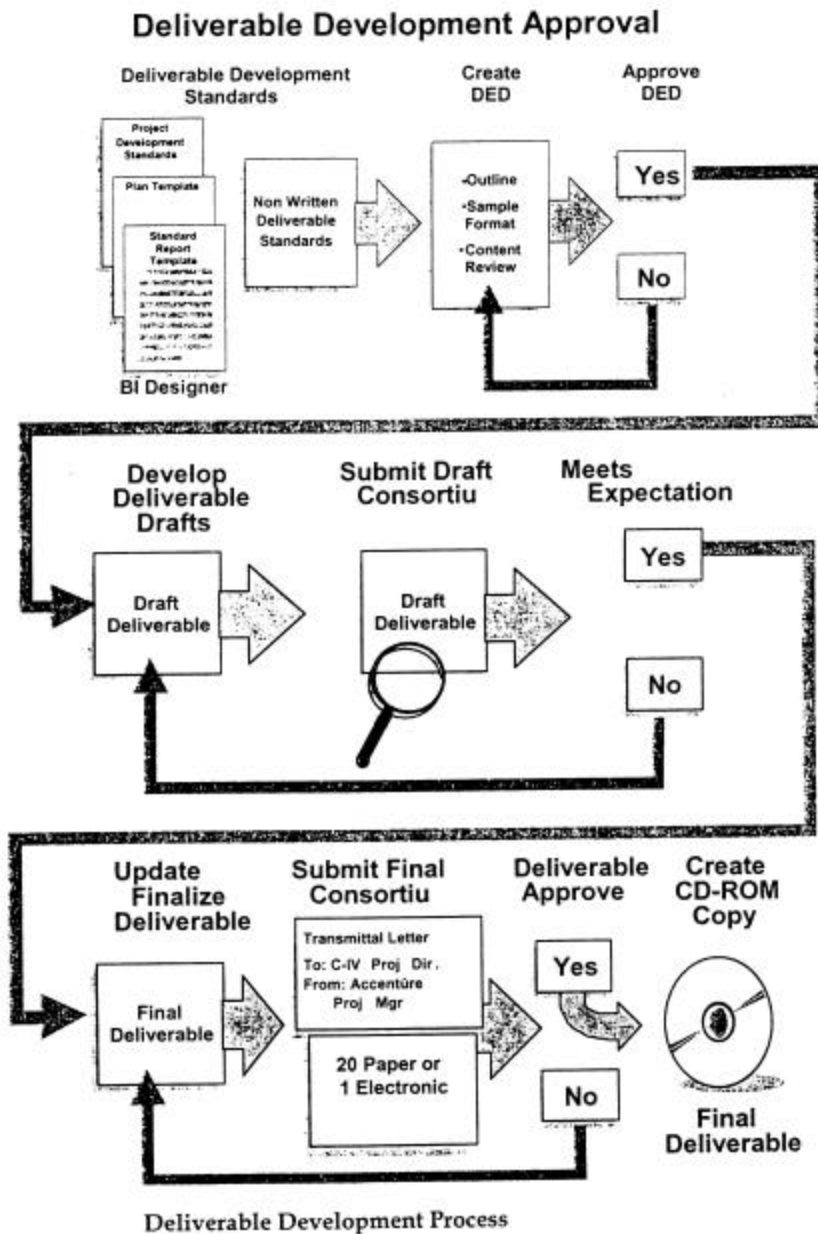**Summary of Revisions to Deliverable Development, Production and Review Procedures**

Section	Comments
Deliverable Development and Review Approach	• None
Deliverable Production Approach	• Revised DED and Deliverable Checklist

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Deliverable Development and Review Approach

The Accenture team will be responsible for the development, production, delivery, installation, successful implementation, and maintenance of Project deliverables. We recognize that the on-schedule delivery of high quality deliverables is of critical importance to the Consortium and success of the C-IV Project.

Although the deliverables are created in different tasks, the approach to their development and delivery will follow the same standardized process. At the very highest level, all project deliverables will be developed, maintained and stored (with the exception of actual HW/SW installations and training delivery) in the BI Designer repository. BI Designer will be delivered with the templates necessary for the completion of most proposed project deliverables. As shown in the figure below, C-IV Project deliverables will follow a consistent development process. An overview of the process follows the diagram.

Deliverable Development Approval

Deliverable Development Standards   **Create DED**   **Approve DED**

Project Development Standards

Plan Template

Standard Report Template

Non Written Deliverable Standards

- Outline
- Sample Format
- Content Review

Yes

No

BI Designer

Develop Deliverable Drafts   **Submit Draft Consortiu**   **Meets Expectation**

Draft Deliverable

Draft Deliverable

Yes

No

Update Finalize Deliverable   **Submit Final Consortiu**   **Deliverable Approve**   **Create CD-ROM Copy**

Final Deliverable

Transmittal Letter
To: C-IV Proj Dir.
From: Accenture Proj Mgr

20 Paper or 1 Electronic

Yes

No

Final Deliverable

Deliverable Development Process

Deliverable Standards

Working with the Consortium, we will develop a set of Project Deliverable Standards that will be accessible by all Project personnel in the BI Designer repository. To the maximum extent possible, we will create deliverable templates that incorporate the agreed upon deliverable standards to reduce redundant and time-consuming deliverable development tasks.

Deliverable Expectation Document (DED)

Key to the successful development of acceptable deliverables will be the Deliverable Expectation Document (DED). The DED will be delivered to the C-IV Project Director prior to the start of the first task or subtask that will produce or begin to produce the deliverable. Prior to delivering the DED, we will work with the Consortium to identify specific expectations for the deliverable. In the DED we will provide an outline of the deliverable, the sample format, and a description of the type of information to be contained in the deliverable. We recognize mutual agreement on the DED is critical to setting the expectation levels of the Consortium and the Accenture team; avoiding the need for costly rework.

Deliverable Draft Reviews

As a continuation of the effort to meet our mutual expectations, we will provide the Consortium individual components of deliverables in draft form for review. In the case of HW/SW implementation efforts, interim checkpoints will be identified to review the deliverable's progress and make any necessary adjustments. This practice, along with our collaboration with assigned Consortium staff during the development process will help to reduce expectation gaps in deliverable content and expedite the approval process.

Formal Transmittal of Deliverables

Following the successful completion of the prior deliverable development steps, we will submit each deliverable to the Consortium for approval. Prior to submission we will test all deliverables against the DED and contract requirements. This test is applicable to both written deliverables and those related to HW/SW implementations and other non-written deliverables. Deliverables will not be submitted for approval unless they meet requirements agreed to by the Consortium and the Accenture Team in the DED and contract. As appropriate, we will submit deliverables in the following manner:

- Formal transmittal letter for all deliverables from Accenture Team Project Manager to the C-IV Project Director
- Twenty (20) paper copies of each deliverable
- One (1) electronic copy all non-written deliverables (e.g. source code, software configurations)

We will deliver each deliverable in complete form and according to the schedule identified in the approved PCD.

Approval of Deliverables

As part of our project workplan, we have included estimates for the Consortium's review of deliverables based on the type, complexity, and volume of the deliverable. We will work with the Consortium to answer any questions and resolve any issues during your review. We also recognize the Consortium will use its best efforts to review all deliverables in a timely manner and not unreasonably withhold approval of deliverables. Upon final approval of applicable deliverables we will provide the Consortium with an electronic CD-ROM copy of the final deliverable.

Rejection of Deliverables

The deliverable review process is iterative and can result in the rejection of a deliverable. As indicated above, we will support the Consortium's review efforts by quickly responding to any questions or issues. In the event a deliverable is rejected, we will work with the Consortium to obtain clarification of your issues and concerns. Based on your written reasons for rejection, we will correct, update and resubmit the deliverable according to the procedures outlined above.

Conclusion

The deliverable development process outlined above has one goal:

> *The on-time delivery of high quality deliverables that meet the expectations of the Consortium and move the C-IV Project closer to a successful completion.*

We are committed to working with the Consortium to achieve this goal and believe our experience can make a significant positive contribution in its achievement.

Deliverable Production Approach

The development of a deliverable is not complete until it is able to be produced and made available to all necessary project personnel and stakeholders. We also recognize the production of high quality deliverables is critical to maintaining the credibility of the C-IV Project. Similar to the approach to deliverable development, the Accenture Team will work closely with C-IV Project management and the IV&V vendor to ensure the quality of the final deliverables reflect the hard work and effort that went into their development.

Paper Copies of Deliverables

The production of C-IV Project deliverables and presentations will typically require a combination of the following services:

- Photocopying
- Tab Production
- Binding/Packaging
- Graphics/Posters

To ensure high quality development of these deliverables, we will utilize the services of either our Sacramento or San Francisco office. For small to medium size deliverable development efforts, we will utilize the facilities and professionals in our Sacramento office. For large deliverable development efforts and graphics support, we will use the facilities and professional support in our San Francisco office. Each office adheres to formal presentation and production guidelines and standards developed by Accenture and professional presentation consulting firms. Additionally, prior to any mass production of a deliverable, a 'proof' copy will be submitted to the C-IV Project Director for approval. Upon written approval, the production of the deliverable will begin.

In some instances, the project will require the use of outside professional help in the development of a project deliverable (e.g. posters for a presentation). We have developed excellent business relationships with local Sacramento firms who specialize in the development and delivery of niche deliverables such as posters. We will employ the use of a DED with each organization to ensure the expectations for the deliverable are clearly known. Additionally, we will implement periodic reviews of the deliverable prior to its final development. The Accenture Team Project Director will work with the C-IV Project Director to resolve any issues and assume responsibility for ensuring the development of quality deliverables by outside professional organizations.

Non-written Deliverables

In some cases deliverables will be in a non-written format. Deliverables such as the site installation for each County will be supported by a written Site Preparation Plan, but will stand on their own from a deliverable standpoint. The acceptance of these deliverables will be typically predicated on successful completion of an agreed upon acceptance checklist.

DED and Deliverable Checklist

The following checklist will be utilized by the Deliverable owner for the development and review of the Deliverable and its corresponding DED.

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DED and Deliverable Checklist Header Sheet

Deliverable # - Deliverable Name: _____

Deliverable Owner: _____

Project Management Owner: Priya Ugalat

Contract Management Owner: Doug Kinzle

Consortium Representative-Reviewer: _____

Consortium Representative-Reviewer: _____

Internal PMO or DED Template Deliverable Schedule Task Number Mapping	Task	Start Date	Completion Date
INTERNAL PMO	1. Deliverable owner completes a draft DED and submits it to Project Management		
1	2. Project Management conducts an initial DED walkthrough with the approver(s) to ensure expectations are accurately captured		
2	3. DED is finalized and approved		
INTERNAL PMO	4. Begin work on deliverable		
INTERNAL PMO	5. Deliverable Owner submits draft of deliverable to Project Management		
INTERNAL PMO	6. Project Management reviews and provides deliverable feedback		
3	7. Draft Deliverable is revised and submitted to Consortium Representative(s)		
4	8. Consortium Representative(s) review(s) deliverable and provide(s) feedback		
5	9. Project team incorporates changes and Project Management submits Final Deliverable to Consortium Representative(s)		
6	10. Consortium Representative(s) approve(s) deliverable		

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Deliverable Expectation Document (DED)

1. Deliverable owner completes a draft DED and submits it to Project Management (PM).
    a. Owner completes <u>DRAFT DED</u>   Date: _____

    ~   b. Owner submits <u>DRAFT</u> <u>DED</u> to PM

         1. Project Management (e.g. Lulu Fou, Ivy Anderson, Jens Igerland, Steve Demarest, Seth Richman, and Juli Baker)

                                                    Date: _____   PM Initial: _____
         2. Project Manager   Date: _____   TJH Initial: _____

         c. PM returns changed <u>DRAFT DED</u> to Owner   Date:_____   Owner Initial:_____

2. Project Management conducts an initial DED walkthrough with the approver(s) to ensure expectations are accurately captured.

    a. Owner conducts walkthrough w/reviewer(s)   Date: _____

    ~   b. Owner submits <u>DRAFT</u> <u>DED</u> to PMO   Date: _____   PMO Initial: _____

         c. PMO submits <u>DRAFT DED</u> to CM   Date: _____   CM Initial: _____

         d. CM submits <u>DRAFT DED</u> to reviewer(s)   Date: _____   Reviewer(s): _____

         e. Reviewer(s) return comments to CM   Date: _____   CM Initial: _____

         f. CM returns comments to PMO   Date: _____   PMO Initial: _____

3. DED is finalized and approved.

    a. Owner finalizes DED and makes copies   Date: _____

         Copies: 1.   Master DED with Checklist for PMO/CM
                  2.   Copy for approver(s) based on DED requirement

    b. Owner places DED in:

                         x:\[Team Name – pre-existing folder]\[create <Final DEDs> Folder]\[\create subdirectory
                         based on the following naming convention: <Del. # - Del. Name - Owner Name - Today's
                         Date>]
                         EXAMPLE OF NAMING CONVENTION:
                         <3 – Project Control Document (Final Format) – Seth Richman – 4/18/01>

    c. Owner submits <u>FINALIZED</u> <u>DED</u> to Tom Hartman Date: _____ TJH Initial: _____

Name: DED Deliverable Checklist (master).doc
Created: 4/3/2001 12:27 PM

d. Owner submits <u>FINALIZED DED</u> to PMO   Date: _____   PMO Initial: _____

e. PMO submits <u>DED</u> to Consortium CM   Date: _____   CM Initial: _____

f CM distributes <u>DED</u> to reviewer(s)   Date: _____   Reviewer(s): _____

g. Approver(s) review & return to CM   Date: _____

h. CM retrieves *signoff* signature(s)   Date: _____

i. CM keeps copy of <u>FINALIZED DED</u>   Date: _____

j. CM returns <u>HNALIZED</u> <u>DED</u> to PMO   Date: _____   PMO Initial: _____

k. PMO notifies Deliverable Owner via email   Date: _____

I. PMO files <u>FINALIZED DED</u>   Date: _____

m. PMO Places <u>FINALIZED DED</u> in:

   x:\Project Management\Final DEDs

Name: DED Deliverable Checklist (master).doc
Created: 4/3/2001 12:27 PM

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DRAFT Deliverable

4.   Owner begins work on Deliverable.

5.   Deliverable owner completes a draft of deliverable to Project Management (PM).
      a. Owner completes <u>DRAFT Deliverable</u> to PM   Date: _____   PM Initial: _____

        1.   Project Management (e.g. Lulu Fou, Ivy Anderson, Jens Igerland, Steve Demarest, Seth Richman, and Juli Baker)

                                            Date: _____   PM Initial: _____
        2.   Project Manager   Date: _____   TJH Initial: _____

6.   Project Management reviews and provides deliverable feedback.
      a. PM provides feedback to Owner   Date: _____

7.   Deliverable is revised and submitted to Consortium Representative(s).

      a. Owner finalizes deliverable and makes copies   Date: _____

           Copies: 1.   Master DED with Checklist for PMO/CM

                  2.   Copy for reviewer(s) based on DED requirement

     b. Owner places Deliverable in the team's requirement folder within the BID Directory Structure, which is based on the Work Plan.
              Use the following naming convention:
                    [<Del. # - Del. Name - Owner Name - Today's Date>-DRAFT]
                    EXAMPLE OF NAMING CONVENTION:
                    3 - Project Control Document (Final Format) - Setb Richman - 4,18/01-DRAFT
             Place another copy in:
                    x:\ [Team Name – pre-existing folder]\[create <Draft Deliverables> folder]\[create subdirectory based on the same naming convention utilized above]

     c. Owner submits <u>Deliverable</u> to PMO Date: _____   PMO Initial: _____

     d. PMO submits <u>Deliverable</u> to Consortium CM   Date: _____   CM Initial: _____

     e. CM distributes <u>Deliverable</u> to Approver(s)   Date: _____   Approver(s): _____

8. Consortium Representative(s) review(s) deliverable and provide(s) feedback.
      a. Reviewer(s) returns comments to CM   Date: _____   CM Initial:_____
      b. CM returns <u>Deliverable</u> to PMO   Date: _____   PMO Initial:_____
      c. PMO notifies Deliverable Owner via email   Date: _____

FINAL Deliverable

9. Project team incorporates changes and Project Management resubmits to Consortium Representative(s).

      a. Owner finalizes deliverable, make copies   Date: _____
           Copies: 1.   Master DED with Checklist for PMO/CM

                  2.   Copy for reviewer(s) based on DED requirement

  ~   b. Place final deliverable in the team's requirement folder within the BID Directory Structure, which should be based on the Work Plan.
           Use the following naming convention:
              [<Del. # - Del. Name - Owner Name - Today's Date>-FINAL]
              EXAMPLE OF NAMING CONVENTION:
              3 - Project Control Document (Final Format) - Seth Richman – 4/18/O1-FINAL
            Place another copy in:
              x:\ [Team Name – pre-existing folder]\[create<Final
              Deliverables>folder]\[create subdirectory based on the same naming convention utilized
              above]

      c. Owner resubmits <u>FINAL Deliverable</u> to PMO   Date: _____   PMO Initial: _____

      d. PMO creates formal Cover Letter   Date: _____

      e. PMO submits <u>FINAL Deliverable</u> to
         Tom Hartman   Date: _____   TJH Initial: _____

  ~   f. PMO submits <u>Deliverable</u> to Consortium CM   Date: _____   CM Initial: _____

      (1) Cover Letter; (2) Original hardcopy, plus copies; and (3) Internal Project Library Filing

      g. CM distributes <u>Deliverable</u> to reviewer(s)   Date: _____   Reviewer(s): _____

                                             Reviewer(s): _____

                                           Reviewer(s): _____

Name: DED Deliverable Checklist (master).doc
Created: 4/3/2001 12:27 PM

10.   Consortium Representative(s) approve(s) deliverable.

    a. Reviewer(s) returns approval status to CM   Date:_____   CM Initial: _____

    b. CM retrieves approver(s) signoff signature(s)   Date:_____

    c. CM keeps copy of <u>FINALIZED Deliverable</u>   Date:_____

    d. CM returns <u>FINALIZED Deliverable</u> to PMO   Date:_____   PMO Initial: ____

    e. PMO notifies Deliverable Owner via email   Date:_____

       PMO replaces <u>FINALIZED Deliverable</u>   Date:_____

in Project Library with "Signed" copy.   Date:_____

      PMO files <u>FINALIZED Deliverable</u> in:

             x:\Project Management\Final Deliverables

      PMO prepares 2 copies of the CDs   Date:_____

    f. PMO submits <u>CD</u> to Consortium CM   Date:_____   CM Initial: _____

Name: DED Deliverable Checklist (master).doc
Created: 4/3/2001 12:27 PM